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## ABSTRACT

This bibliography, which is intended to assist prospective volunteers and volunteer recruiters, presents information on the current status of volunteerism and ways in which volunteers can be recruited, trained, and managed. Presented first is an annotated list of 22 articles and 8 books on the general topic of volunteerism. Among the topics covered in the references cited are characteristics and motivations of volunteers, benefits of volunteerism, and exemplary voluntary programs and organizations. Presented next are lists of 7 publications devoted to recruiting volunteers, 10 publications discussing managing volunteers, and 5 publications concerning training volunteers. An annotated list of 18 voluntary organizations and associations, list of 11 journals and magazines and addresses for obtaining them, and list of other sources of information about volunteerism are also included. Concluding the document is information about the National Agricultural Library's document delivery services to individuals and policies regarding interlibrary loan requests. (MN)

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## **Volunteerism**

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**Rural Information Center Publication Series, No. 46  
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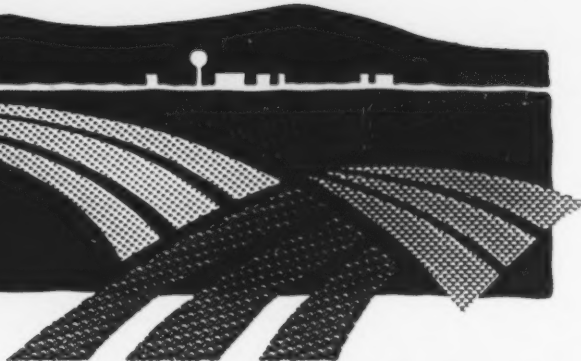
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# Rural Information Center

National Agricultural Library  
U.S. Department of Agriculture  
Beltsville, Maryland 20705



The Rural Information Center (RIC) is a joint project of the Extension Service and the National Agricultural Library (NAL). RIC provides information and referral services to local government officials, community organizations, health professionals and organizations, cooperatives, libraries, businesses, and rural citizens working to maintain the vitality of America's rural areas. The Center combines the technical, subject-matter expertise of Extension's nationwide educational network with the information specialists and resources of the world's foremost agricultural library.

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## Volunteerism

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This publication contains material that is considered accurate, readable and available. The opinions expressed in this publication do not necessarily reflect the views of the United States Department of Agriculture. Inclusion of publications and software databases in this publication does not imply product endorsement.

## Volunteerism

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### INTRODUCTION

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Why volunteer? Why recruit volunteers? Where does one go to volunteer? How would one go about recruiting volunteers? How should volunteers be managed? What motivates volunteers? Who is likely to volunteer? Does volunteerism create better citizens? Do volunteers need additional motivation?

Volunteers are represented in all groups such as: youths, adults, and senior citizens. Volunteers are driven by different motives such as common goals, activism, altruism, self-esteem, social status, career goals, religious loyalty, community service, and patriotism, to name a few.

There are broad range of volunteer activities that may be selected, and, most important, volunteers do not have to have any special skills to participate. Some volunteers come to the scene when a natural disaster hits a community such a flood, earthquake or hurricane. Many carry out such mundane activities as cleaning up the neighborhood or helping a disabled neighbor. Other types volunteer activities are available in communities and, to find out more, volunteer information centers exist in many states.

This bibliography represents informatin for prospective volunteers and for the volunteer recruiter. It will provide information on the current status of volunteerism and ways in which volunteers can be recruited, trained and managed. Those who are willing to volunteer may also use this bibliography to learn more about volunteerism and the benefits. Many other questions about volunteerism are addressed by resources listed in this bibliography.

Books, journal articles and associations are listed as the primary resources to volunteerism. This is not a comprehensive bibliography on the subject, and should serve as the initial step to further inquiry.

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GENERAL

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Articles

1

"A Case for Research: Understanding the Characteristics of Potential Volunteers." Ann Freeman Cook. *The Journal of Volunteer Administration*, Fall/Winter 1993-94, pp. 27-30. NAL Call No.: HV91.J68.

This article discusses a survey that was specifically carried out to determine the characteristics of new volunteers. The results indicate a wide range of difference in education, age and gender.

2

"High Marks for Service Learning: Students Testify to the Joy of Volunteering." Kathy A. Megyeri. *Leadership*, April-June 1995, pp. 5-7. NAL Call No.: HV91.V65.

This article discusses retrospective accounts by students on the topic of volunteerism after volunteer experiences. It describes the extent to which the students liked what they did as volunteers.

3

"Illinois' Volunteer Corps: A Model Program With Deep Roots in the Prairie." Laurel M. Ross. *Restoration and Management Notes*, Summer 1994, pp. 57-59. NAL Call No.: QH76.R47.

Delineates reasons for restructuring a volunteer group which includes the need to utilize resources, deliver better services and reduce costs. Suggests making decisions and plans should be based on the mission of the organization, implementing plans and evaluating the results.

4

"The Impact of Restructuring on Volunteers." Janet L. Unger. *The Journal of Volunteer Administration*, Spring 1992, pp. 21-26. NAL Call No.: HV91.J68.

Explains the work of the Illinois' Volunteer Corps which works through the Volunteer Stewardship Network to restore natural areas by cutting brush, burning sites, gathering seeds and new planting.

5

"Informal Networks, Volunteers and Rural Elders Providing Information to Increase Use of Services." Nancy Arnold. *Human Services in the Rural Environment*, Winter 1992, pp. 18-20. NAL Call No.: HV85.H85.

This article discusses issues that relate to aging, disability, and rural living, and stages the importance of using volunteers to help the elderly increase their awareness and use of available services.

6

"Intergenerational Project Teams Senior Volunteers With Youth in Need." Robert Ritchie. *Rural Development News*, July 1993, pp. 7-8. NAL Call No.: HN79.A14R87.

Describes a voluntary exchange program between seniors and youth to generate mutual support. Shows that elderly volunteers have time and desire to help youths who are in need.

7

"Motivational Differences Between Black and White Volunteers." J.K. Latting. *Nonprofit Voluntary Sector Quarterly*, Summer 1990, pp. 121-135. NAL Call No.: HV40.J68.

This article shows the results of a study to determine altruistic motivations of volunteerism and how they differ between black and white volunteers. Black volunteers reported more altruistic, rather than egoistic as reported with white volunteers. Warning is issued on generalizing without regard for individual uniqueness.

## Rural Information Center Publication Series

8

"Motives and Incentives of Older Adult Volunteers: Tapping an Aging Population for Youth Development Workers." Shirley B. Rouse and Barbara Clawson. *Journal of Extension*, Fall 1992, pp. 9-12. NAL Call No. 275.28 J82.

This article zeros in on the importance of giving older adults the opportunity to make significant contribution to the community. The authors note that older adults have time and experience to offer volunteer programs. The results of questionnaire to measure the motives, incentives and demographics of older volunteers are discussed.

9

"Nebraska Diplomats: A Statewide Volunteer Network for Economic Development." John W. O'Connor. *Economic Development Review*, Winter 1994, pp. 71-73. NAL Call No.: HC106.8.E25.

This brief article describes a program established in Nebraska known as Nebraska Diplomats. It is a statewide Network involved in volunteer services to boost the economic development. These diplomats function in recruitment, community development and tourism.

10

"Rededicating Ourselves to Community." Jane E. Leonard. *Journal of the Community Development Society*, Vol. 25(1), 1994. pp. 34-43. NAL Call No.: HN49.C6J6.

This article challenges community members to harness their sense and action for the common good in all circumstances. It encourages them to be in accordance with one another and their community so that their reputation, trust and solidarity may be promoted.

11

"Student Involvement in Community Needs Assessment." Glenn D. Israel, Denise L. Coleman and Thomas W. Ilvento. *Journal of the Community Development Society*, Vol. 24(2), 1993, pp. 248-269. NAL Call No.: HN49.C6J6.

A project that introduces young people to community service by doing community needs assessment. It stresses the importance of exposing them to services that would help them be involved citizens and leaders. The school with an involvement project is portrayed as a resource and partner in the community.

12

"Students and Volunteerism: Looking into the Motives of Community Service Participants." R.C. Serow. *American Education Research Journal*, Fall 1991, pp. 543-556. NAL Call No.: L11.A5.

Discusses details of how union planners promoted volunteerism by motivating their employees. The gifts of recognition were presented to employees who finished the volunteer services. The company was proud of its ability to participate in the community.

13

"Teens Reaching Youth: Developing Teens to Teach Others." Judy M. Groff. *Journal of Extension*, Winter 1992, pp. 18-20. NAL Call No.: LC4.J68.

This article proposes involving teens in helping the fellow youths who are a little younger as role models. It suggests that the teens will see themselves as responsible, respected, loved, needed, hence boost their self-concepts.

14

"Utilizing a 'Rich' Resource: Older Volunteers." Ellen S. Stevens. *The Journal of Volunteer Administration*, Winter 1989-90, pp. 35-38. NAL Call No.: HV91.J68.

This article explains the components of a study, shows why the older adults in the study decide to pursue or drop volunteer service, and identifies factors that contribute to their staying on the service. It offers practical applications for the volunteer administrator.

15

"Volunteer Protection Legislation." Jeffrey D. Kahn. *The Journal of Volunteer Administration*, Spring 1991, pp. 26-30. NAL Call No.: HV91.J68.

## Volunteerism

One of the major barriers to volunteerism is liability action against volunteers. This article discusses presence of legislation available in most states that protects volunteers, removing barriers to participation.

16

"Volunteer Youth Service Legislation: An Opportunity for Social Change?" Marie Saunders. *The Journal of Volunteer Administration*, Winter 1989-90, pp. 39-44. NAL Call No.: HV91.J68.

Brief comments on the 101st Congress legislation to establish a national volunteer service program.

17

"Volunteering Activities of Seniors." Alec J. Lee and Catherine Burden. *Journal of Volunteer Administration*, Summer 1991, pp. 29-35. NAL Call No.: HV91.J68.

This article looks into the kinds of things that volunteers tend to participate in the most. It discusses the reasons why seniors do and do not volunteer and suggest ideas for recruiting.

18

"Volunteering: Continuing Expansion of the Definition and a Practical Application of Altruistic Motivation." Richard S. Shure. *The Journal of Volunteer Administration*, Summer 1991, pp. 36-41. NAL Call No.: HV91.J68.

Seeks to explain altruistic motivation through different perspectives; that of the volunteer, the recipient and the community. Suggests that the three-way perspective should help perpetuate a consolidated campaign for volunteerism.

19

"Volunteerism by Students at Risk." Joyce Sauer. *The Journal of Volunteer Administration*, Fall 1991, pp. 33-38. NAL Call No.: HV91.J68.

This article discusses the outcome of a program in New York where teenagers were given the opportunity to voluntarily work with the elderly and learn how to relate to them in nursing homes and other places. These at-risk students found role models

in elders and that helped the younger group attain success.

20

"Volunteers in Service to Their Community: Congregational Commitment to Helping the Needy" Robert J. Wineburg. *The Journal of Volunteer Administration*, Fall 1990, pp. 35-42. NAL Call No.: HV91.J68.

Discussion on volunteers, community service and congregation's involvement in altruistic activities. Traces a congregational survey of Greensboro, North Carolina to measure the pledges of volunteers, money, use of facilities and other items as well formal collaboration with other congregations.

21

"Volunteers---the Overlooked Resource." Earle Kirkbridge and Terry Jones. *Rangelands*, December 1993, pp. 250-252. NAL Call No.: SF85.A1R32.

Indicates that volunteers are always available and need not be overlooked for they are a large resource for the community. Two important points to remember are that advanced planning and identifying volunteers who have enough time are essential. It urges the manager to take good care of the volunteers.

22

"Young Volunteers in Action: A High School Community Service Education and Placement Model." Martha Parks. *The Journal of the Volunteer Administration*, Winter 1988-89, pp. 13-17. NAL Call No.: HV91.J68.

A description of Rhode Island's Young Volunteers in Action which is a high school volunteer program. The program's purpose is to make young people aware of community service and become involve in it. School administrators are urged to give credit to young volunteers in accordance to their performance.

## Rural Information Center Publication Series

### Books

1

*Fostering Volunteer Programs in the Public Sector: Planning, Initiating, and Managing Voluntary Activities.* Jeffrey L. Brudney. San Francisco: Jossey-Bass, 1990. 243 p. NAL Call No.: HN90.V64B78.

Describes volunteer activities operated under the auspices of government agencies. It considers the effectiveness of volunteerism under the design of public programs and ways that those programs can be promoted and strengthened.

2

*From the Top Down: The Executive Role in Volunteer Program Success.* Susan J. Ellis. Philadelphia, PA: Energize, 1986. 185 p. NAL Call No.: HN49.V64E44.

Provides leaders of organizations volunteer recruitment ideas and issues of improving or establish their volunteer Programs.

3

*Giving and Volunteering in the United States.* Washington DC. Independent Sector, 1990. 292 p. NAL Call No.: HV90.G58.

A report provided by a Gallup organization on volunteering and giving habits in United States. The demographics surveyed include: age, gender, ethnic groups, educational level, marital status, religion and regional division.

4

*Legal Barriers to Volunteer Service: A Community Service Brief.* Suzanne and others. Washington, DC: Non-profit Risk Management Center, 1994. 25 p.

This booklet explains rules that governs volunteer activities to protect volunteers from any abuse and exploitation. It also provides the readers with valuable ideas on legal matters associated with non-profit activities.

5

*The Nine Keys to Successful Volunteer Programs.* Kathleen Brown Fletcher. Rockville, MD: Taft Group, 1987. 87 p. NAL Call No.: HN90.V64F53.

This book delineates nine points that help consolidate volunteer programs. They include good job design, staff commitment, well-planned recruitment, careful screening and selection, appropriate training, good supervision by staff, appropriate surveillance by the volunteer program manager, and systematic evaluation.

6

*Stronger Together: Recruiting and Working with Ethnocultural Volunteers.* Sue Pike. Ottawa, Ontario: Central Volunteer Bureau of Ottawa-Carleton, Voluntary Action Directorate, Multiculturalism and Citizenship, Canada, 1990. 32 p. NAL Call No.: HN49.V64P54.

Describes the benefits of including minorities in the volunteer service and provides hints on how to reach that goal. It shows the importance of calling prospects, visiting groups and making connections with networks to increase the organization's reputation in recruiting minorities.

7

*A Vision for Strengthening Local leadership: How to Create an Effective Volunteer Coordinator System.* West Lafayette, IN: Purdue University, Cooperative Extension Service, 1989. 42 p. NAL Call No. S533.F66F43 no. 723.

Describes the volunteer coordinator who works with other volunteers to deliver the 4-H program by leading, developing, mentorship and educating. It expands on other qualities such as the ability to communicate, work with people and manage time.

## Volunteerism

8

*Volunteer Handbook*. Arvada, CO: City of Arvada, 1986. 58 p. NAL Call No.: JS548.9.A78.

This booklet is a description of Arvada city, Colorado volunteer program that recruited talented members of the community to work in the city government. It also introduced the private sectors to similar community participation.

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TOPICS

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RECRUITING

1

*101\* Tips for Volunteer Recruitment.* Steve McCurley and Sue Vineyard. Downers Grove, IL: Heritage Arts Pub., 1988. 69 p. NAL Call No.: HN49.V64M3.

This book compiles ideas from experts around the world who have established and or managed volunteerism. Such points of information as trends, motivation, marketing, marketing, timeliness and target are considered very important in recruitment.

2

"Enabling College Students to Volunteer." Catherine Milton. *The Journal of Volunteer Administration*, Winter 1988-89, pp. 29-34. NAL Call No.: HV91.J68.

Shows how students' volunteer program can be organized and maintained. Most valuable is the complete support of the campus community, the community at large and the students themselves. It urges the community agencies to help students: maintain interest in the community volunteerism by getting involved, making a difference and learning from their experiences.

3

"An End to the 'Me' Generation: Getting Students to Volunteer." Wayne W. Meisel. *The Journal of Volunteer Administration*, Winter 1988-89, pp. 35-43. NAL Call No.: HV91.J68.

Outlines concerns regarding low turnout in student volunteer participation. Provides suggestions to recruit students that include, understanding why students do not like to volunteer, being supportive and encouraging rather than scolding, presenting service as something exciting, demonstrating the importance and impact of service and encouraging each school to develop a community outreach program.

4

*Exploring Volunteer Space: the Recruiting of a Nation.* Ivan H. Scheier. Boulder, CO: Volunteer: the National Center for Citizen Involvement, 1980. 200 p. NAL Call No.: HN90.V64E4.

Provides broad and essential definition of volunteerism and explains that there are many different ways that volunteer involvement can take place. It finally concentrates on "involvement day" which is described as a time when an opportunity emerges to do something helpful.

5

*A 4-H EFNEP Effort to Involve Youth From Low Income Families in 4-H Via Volunteer Leadership.* Kathleen S. Tajeu and Susan E. Travis. Ithaca, NY: Division of Nutritional Sciences, Cornell Cooperative Extension, Cornell University, 1987. 55 p. NAL Call No.: S544.3.N7T35.

Presents an evaluation of volunteer involvement in New York State and determining factors important for keeping volunteers interested in staying with 4-H EFNEP Youth Group. The results show that volunteers created new or better friends, developed good work relationships with adults, began teaching a group of children, and increased their personal self-concept.

6

"Research and Recruitment Strategies: What American Red Cross Discovered." Loretta Gutierrez Nestor and Carl Fillichio. *Voluntary Action Leadership*, Winter 1992, pp. 15-16. NAL Call No.: HV91.V65.

This research indicated that most of the people surveyed responded that volunteering is a good thing to do, and all of them agree that volunteerism is for making a difference. The survey shows that the major reason for not participating is limitation of time.

## Rural Information Center Publication Series

7

*The Volunteer Recruitment Book.* Susan J. Ellis. Philadelphia, PA: Energize, 1994. 144 p. NAL Call No.: HN49.v64E444.

This book provides detailed description of volunteer recruitment and adds other issues for a better comprehension of volunteerism. It shows how to: prepare the organization, develop teamwork, train and supervise, and develop membership.

### MANAGING

1

"A Consultant's View of Volunteer Management. Michael F. Murray. *Voluntary Action Leadership*, Winter 1991, pp. 25-26. NAL Call No.: HV91.V65.

Interviews consultants for corporations, nonprofit organizations, government agencies and churches on volunteer management. Ranks conflict as the major issue that concerns most volunteer leaders and emphasizes goal setting and understanding to eliminate it.

2

"Ethical Leadership for Youth, Families and Volunteers." North Central Regional Center for Rural Development. *Rural Development News*, May 1994, pp. 4-5. NAL Call No.: HN79.A14R87.

This article addresses ethical leadership among volunteers and others emphasizing character, knowledge and action. It suggests that character is an overlooked phenomenon which results in ethical dilemma.

3

"For the Newcomer: A Brief Look at Volunteer Administration." The Council for Volunteerism. *Voluntary Action Leadership*, Winter 1989-90, pp. 23-27. NAL Call No.: HV91.V65.

Outlines tips that may assist one in running a volunteerism program successfully. Addresses different elements including: recruiting, interviewing, orientation, training, supervision, relationship, recognition, terminating and evaluation.

4

"The Ideal Volunteer Director." Peter J. Murk. *Voluntary Action Leadership*, Summer 1990, pp. 28-29. NAL Call No.: HV91.V65.

Lists characteristics of potential volunteer director and summarizes with this words: "a person for all seasons for all reasons---a caring person, but also firm and fair--the kind of person needed for the situation: a leader, a guide, a facilitator and a confidante."

5

"Moments of Truth in Volunteer Management: Using a Quality Customer Service Approach." Kenneth J. Kovach. *Volunteer Action Leadership*, Summer 1991, pp. 20-22. NAL Call No.: HV91.V65.

Advocates a quality customer service approach in managing volunteers. It argues that volunteers should be seen as consumers of the service and of the service providers.

6

*No Excuses: The Team Approach to Volunteer Management.* Susan J. Ellis and Katherine H. Noyes. Philadelphia, PA: Energize Associates, 1987. 68 p. NAL Call No.: HV91.E44.

Provides suggestions on the team approach to management of volunteers. Some skills suggested include: flexibility, enthusiasm and good human relations.

7

"Six Key Factors in Managing Volunteers." Dawn Kepets-Hull. *Volunteer Action Leadership*, Winter 1991, pp. 27-30. NAL Call No.: HV91.V65.

Outlines six key factors in managing volunteers. These include: job description, motivation, recognition, volunteer management system, managing burnout, and developing human resource.

## Volunteerism

8

*A Study in Excellence: Management in the Nonprofit Human Services.* Washington, DC: National Assembly of National Voluntary Health and Social Welfare Organizations, 1989. 198 p. NAL Call No.: HV91.78

This book outlines elements of leadership considered useful in nonprofit human services. It discusses the process and results of a study to test how a qualified manager uses those elements to do the job.

9

"Tough Choices: The Challenge of Leadership in the 90's." Judith V. Waymire. *The Journal of Volunteer Administration*, Spring 1991, pp. 42-44. NAL Call No.: HV91.J68.

An excerpt presented at the 1990 International Conference on Volunteer Administration. Concentrates on the difficulties that volunteer leaders face as they make decisions for the volunteers, other staff members and the volunteer operations. Basic hints cover integrity, ethics and appraisals.

10

"What Makes an Effective Volunteer Administrator? Viewpoints From Several Practitioners." Linda Thornburg. *Volunteer Action Leadership*, Summer 1992, pp. 18-21. NAL Call No.: HV91.V65.

A Collection of viewpoints from several practitioners on the qualities of effective volunteer administrator: These include being able to: communicate responsibilities and changes to volunteers staff and others; formalize the volunteer job; and keep an up to date evaluation of progress. Such individual should provide interviews, orientation, training, supervision, recognition and rewards.

## TRAINING

1

"Educational Needs in Volunteer Administration." Jeffrey L. Brudney and Mary M. Brown. *Voluntary Action Leadership*, Summer 1990, pp. 31-33. NAL Call No.: HV91.V65.

A discussion and analysis of a survey conducted on education in volunteer administration. The results reveal that volunteer administrators are interested in continuing education.

2

"Training in Volunteer Administration: Assessing the Needs of the Field." Jeffrey L. Brudney and Mary M. Brown. *Journal of Volunteer Administration*, Fall 1990, pp. 21-28. NAL Call No.: HV91.J68.

Interpretation of results of a survey that queried the quality and availability of training and continuing education become quite significant.

3

"Training Supervisors of Volunteers." Connie Skillingstad. *Journal of Volunteer Administration*, Winter 1989-1990, pp. 29-34. NAL Call No.: HV91.J68.

This article stresses the importance in training for staff who will supervise volunteers to ensure productivity and satisfaction in involvement. It outlines how Catholic Charities developed their training programs beginning in 1987.

4

"Training Volunteers for Success." Stephanie Kipperman. *Leadership*, July/September 1993, pp. 20-21. NAL Call No.: HV91.V65.

Training does not only provides guidelines and increased skills, it demonstrates commitment to task, and communicates certain levels of accomplishment. Hands-on instruction and role classification are parts of the important aspects of training.

5

*Volunteer Mentor Training Program: To Promote Independent Living Skills in Young Adults Preparing to Leave Foster Care.* Janet L. Walters, Mary E. Furnas and Dorothy Renstrom. Tulsa, OK: National Resource Center for Youth Service, University of Oklahoma, 1990. 1 Vol. NAL Call No.: HV875.W35.

#### **Rural Information Center Publication Series**

Delineates a program aimed at promoting support systems for young people leaving foster care facilities. The trained volunteers serve as friends, role models and mentors, as the young people learn to live independently, and responsibly manage their own affairs.

## Volunteerism

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### ADDITIONAL RESOURCES

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#### Associations and Organizations

**Administration of Volunteer Services**  
California State University  
Education and Leisure Studies  
Long Beach, CA 90840  
310-985-8455

Offers certificates for people who are experienced with volunteerism in non-profit administration. The program is offered once a year beginning in the fall.

**American Red Cross**  
8111 Gatehouse Rd.  
Falls Church, VA 22042  
703-206-8346

Operates under a Congressional charter. Services include disaster relief, armed forces emergency services, blood tissue products, health, safety, and youth education and activities. Involves volunteers in governance, management, advisory, and direct service. Extensive volunteer training, materials and management models.

**Americorps**  
National Civilian Community Corps.  
1201 New York Ave., NW  
9th Floor  
Washington, DC 20525  
800-94-ACORPS

Involves corps members in projects that focuses on environment, education, public safety, unmet human needs and disaster relief.

**Appalachian Volunteers (AV)**  
1010 Boston Post Rd.  
Darien, CT 06820  
203-655-7885

This association counters poverty in the rural

mountains, maintains and preserves the Appalachian culture in ways that will help their communities. One effort is through the selling of hand-made arts.

**Association for Research on Nonprofit Organizations and Voluntary Action**  
Rt. 2, Box 696  
Pullman, WA 99163  
509-332-3417

An association of professionals and scholars who study participation and voluntary actions of citizens and determine how to motivate, aide, and coordinate programs.

**Association for Volunteer Administration (AVA)**  
P.O. Box 4584  
Boulder, CO 80306  
303-541-0238

Encourages an integrated volunteer service for the community. Administers volunteer and community service programs. Sponsors forums on volunteer services and activities.

**Commission on Voluntary Service and Action (COVSA)**  
1451 Dundee Ave.  
Elkin, IL 60120  
708-742-5100

Leads volunteer projects and services of youths and provides information on volunteer opportunities wherever they may be.

**Energies**  
5450 Wissahickon Ave.  
Philadelphia, PA 19144  
215-438-8342

### **Rural Information Center Publication Series**

Deals with volunteerism exclusively. It includes publishing volunteer materials, training volunteer leaders, serving as consulting firm for volunteerism and encourages participation.

**First Call of Help**  
PO Box 827  
Columbus, ID 47202.

Serves as a referral center for volunteerism. Connects volunteers with community service organization or other groups in need.

**Goodwill Industries Volunteer Service (GIVS)**  
9200 Wisconsin Ave.  
Bethesda, MD 20814  
301-530-6500

Administers programs to meet the local needs and especially seek to help people with disabilities.

**Humansville Volunteer Rural Fire Protection Association**  
Humansville, MO 65674  
417-754-8110

Maintains community service programs for fighting fires in rural areas. Responsible for fire prevention programs in the South Central and Great Plains States.

**Points of Light Foundation**  
1737 H St., NW  
Washington, DC 20006  
202-223-9186

Advocates volunteerism and encourage citizens respond. Promotes volunteerism in other ways such as helping communities and organizations start and run their own volunteer programs, and providing technical and training services.

**Volunteers in Service to America (VISTA)**  
1100 Vermont Ave. NW, Ste. 8100  
Washington, DC 20525  
202-606-4845

Full-time, year-long program for men and women of all ages who are willing to increase the capabilities of poor people and improve their living condition.

**Volunteers in Technical Assistance (VITA)**  
1600 Wilson Blvd., Ste. 500  
Arlington, VA 22209  
703-276-1800

**Volunteers of America (VOA)**  
3939 North Causeway Blvd.  
Suite 400  
Metairie, LA 70002-1777  
504-837-2652

A religious organization that administers programs for needy communities, children, youth, elderly, the homeless, disabled, and rehabilitees. This organization also seek to involve others in volunteer service. It has 54 community-based service organization that administer over 150 different programs.

**Unified Community Resource Council**  
Arkansas Office of Volunteerism  
103 East 7th St.  
Suite 1300  
Little Rock, AR 72203

This association coordinate community projects among the members of the community and organizations. It is involved in caring for the community needs, sharing community resources, and encouraging efforts to help solve community problems.

## Volunteerism

### Journals and Magazines

*Alexandria Archaeology Volunteer News*  
105 N. Union St.  
Alexandria, VA 22314  
703-838-4399

*Arkansas Journal of Citizen and Community Participation*  
Arkansas Division Of Volunteerism  
Suite. 1300--Donaghey Building  
P.O. Box 1437  
Little Rock, AR 72203  
501-682-7540

*Habitat World*  
Habitat for Humanity International, Inc.  
121 Habitat St.  
Americas, GA 31709-3498  
912-924-6935

*Helping Out in the Outdoors*  
American Hiking Society  
Box 20160  
Washington, DC 20041-2160  
703-255-9304

*Journal of Volunteer Administration*  
Association for Volunteer Administration  
Box 4584  
Boulder, CO 80306  
303-541-0238  
NAL Call No.: HV91.J68

*Leadership (Voluntary Action Leadership)*  
Points of Light Foundation  
1737 H St., NW  
Washington, DC 20006  
202-223-9186  
NAL Call No.: HV91.V65

*Nonprofit Voluntary Sector Quarterly*  
Association of Voluntary Action Scholars

Jossey-Bass Inc., Publishers  
350 Sansome St., 5th Fl.  
San Francisco, CA 94104  
415-433-1767  
NAL Call No. HV40.J68

*School Volunteering*  
National Association of Partners in Education  
209 Madison St., Suite. 401  
Alexandria, VA 22314  
703-836-4880

*Service*  
Points of Light Foundation  
1737 H St., NW  
Washington, DC 20006  
202-223-9186

*Spirit*  
Volunteers of America  
3939 North Causeway Blvd.  
Metairie, LA 70002  
800-899-0089

## Rural Information Center Publication Series

### Other Sources

Information on Volunteerism can be acquired through different sources, only one of which is this bibliography. Those who need further information may contact the following sources:

- Governor's Offices: Some States have volunteer programs operated by office of the governor, and may have additional offices located in counties or municipalities.
- Public Libraries. Public libraries provide information and reference to all citizens. The library will refer to other source if they do not have the exact information.
- Schools, Colleges, Community Colleges and Universities: Some institutions host their own programs for volunteers and involved citizens.
- Associations: A number of associations are included in this bibliography for the readers' convenience. These groups generally encourage volunteerism and offer opportunities.
- ACTION: The Federal Volunteer Agency Hotline, 800-424-8867. This hotline provides information both at national and local levels about volunteer opportunities.
- Other sources will include friends, churches, community groups and youth centers.



## Document Delivery Services to Individuals

The National Agricultural Library (NAL) supplies agricultural materials not found elsewhere to other libraries. Submit requests first to local or state library sources prior to sending to NAL. In the United States, possible sources are public libraries, land-grant university or other large research libraries within a state. In other countries submit requests through major university, national, or provincial institutions.

If the needed publications are not available from these sources, submit requests to NAL with a statement indicating their non-availability. Submit one request per page following the instructions for libraries below.

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The following materials are not available for loan: serials (except USDA serials); rare, reference, and reserve books; microforms; and proceedings of conferences or symposia. Photocopy or microform of non-circulating publications may be purchased as described below.

**Document Delivery Service** — Photocopies of articles are available for a fee. Make requests through local public, academic, or special libraries. The library will submit a separate interlibrary loan form for each article or item requested. If the citation is from an NAL database (CAIN/AGRICOLA, *Bibliography of Agriculture*, or the NAL Catalog) and the call number is given, put that call number in the proper block on the request form. Willingness to pay charges must be indicated on the form. Include compliance with copyright law or a statement that the article is for "research purposes only" on the interlibrary loan form or letter. Requests cannot be processed without these statements.

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- Duplication of NAL-owned microfiche — \$ 5.00 for the first fiche and \$ .50 for each additional fiche per title.

**Billing** — Charges include postage and handling, and are subject to change. Invoices are issued quarterly by the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, VA 22161. Establishing a deposit account with NTIS is encouraged. **DO NOT SEND PREPAYMENT.**

### Send Requests to:

USDA, National Agricultural Library  
Document Delivery Services Branch, PhotoLab  
10301 Baltimore Blvd., NAL Bldg.  
Beltsville, Maryland 20705-2351

Contact the Head, Document Delivery Services Branch at (301) 504-5755 or via Internet at [ddshead@nalusda.gov](mailto:ddshead@nalusda.gov) with questions or comments about this policy.

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The National Agricultural Library (NAL), Document Delivery Services Branch accepts ILL requests from libraries via several electronic methods. All requests must comply with established routing and referral policies and procedures. A sample format for ILL requests is printed below along with a list of the required data/format elements.

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SYSTEM \_\_\_\_\_ ADDRESS CODE \_\_\_\_\_

INTERNET ..... LENDING@NALUSDA.GOV

OCLC ..... NAL's symbol AGL need only be entered once, but it must be the last entry.

#### SAMPLE ELECTRONIC MAIL REQUEST

AG University/NAL ILLRQ 231 1/10/95 NEED BY: 2/15/95

Interlibrary Loan Department  
Agriculture University Library  
Heartland, IA 56789

Dr. Smith Faculty Ag School

Canadian Journal of Soil Science 1988 v 68(1): 17-27  
DeJong, R. Comparison of two soil-water models under semi-arid growing conditions

Ver: AGRICOLA Remarks: Not available at AU or in region.  
NAL CA: 56.8 C162 Auth: C. Johnson CCL Maxcost: \$15.00

Ariel IP = 111.222.333.444.555 Or Fax To 123-456-7890

**TELEFACSIMILE** - 301-504-5675. NAL accepts ILL requests via telefacsimile. Requests should be created on standard ILL forms and then faxed to NAL. NAL fills requests via FAX as an alternative to postal delivery at no additional cost. If you want articles delivered via fax, include your fax number on your request. NAL will send up to 30 pages per article via fax. If the article length exceeds 30 pages NAL will ship the material via postal service. All requests are processed within our normal timeframes (no RUSH service).

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#### REQUIRED DATA ELEMENTS/FORMAT

1. Borrower's address must be in block format with at least two blank lines above and below so form may be used in window envelopes.
2. Provide complete citation including verification, etc. and NAL call number if available.
3. Provide authorizing official's name (request will be rejected if not included).
4. Include statement of copyright compliance (if applicable) & willingness to pay NAL charges.